E-Filing Document indentified as 'Format Error' FAQ

Overview:

In the event of a filing not being successful processed and identified with a 'Format Error', indicates that the filing has one or more document files that are not valid for filing document conversion. The underlying cause of the issue is typical that the document was not successful uploaded, or has a characteristic that prevents the standard filing processing of the file.

The majority of the issues are associated with document images that are produced from scanning a document, there also are a number of issues associate the file properties.

Filing documents should comply with a standard format that includes the following:

- 8.5 X 11 Portrait Orientation
- Above 200 DPI resolution
- Unintelligible Images (all black images)
- Non-Secured document properties
- Images that are bi tonner (no color)
- No external references (URLs, etc.)

Actions to Identify the Format Issue:

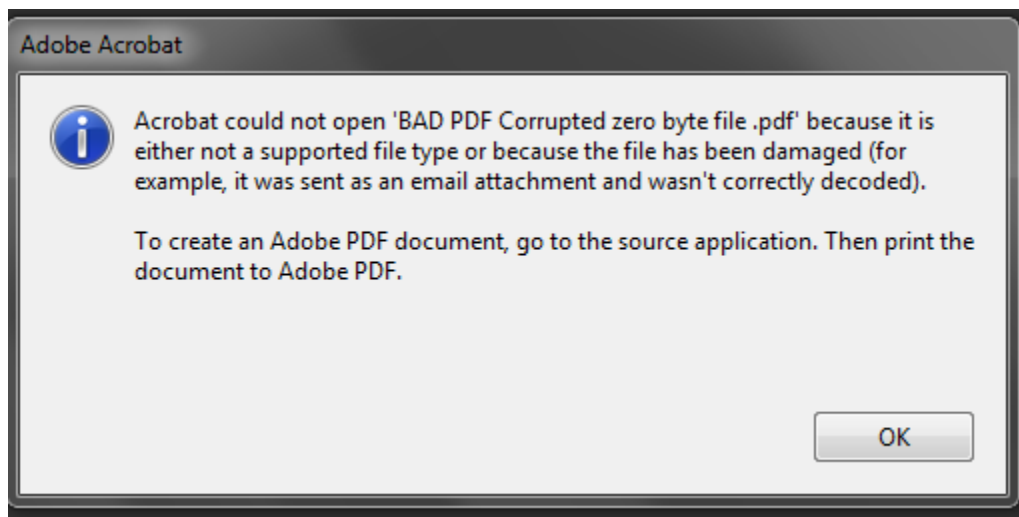### What are the Common Causes of a 'Format Error'?

- Corrupt Files (files with 0 bytes of data)
- Secured PDF options
- Color Images
- File types other than Word, WordPerfect, PDF or Tiff
- A non-standard font (CID) or image compression (JBIG)
- A document that has OCR associated with it, usually determined by a larger files size
- Any file that experienced an upload issue or time out on the file transfer on behalf of the filing party – usually determined with an incomplete image or file once opened.
- A document scan that is in landscape or noticeably off center, or of an irregular size.
- Any scan (PDF or TIFF) that is unreadable or has large black images in the document where pictures may have been.
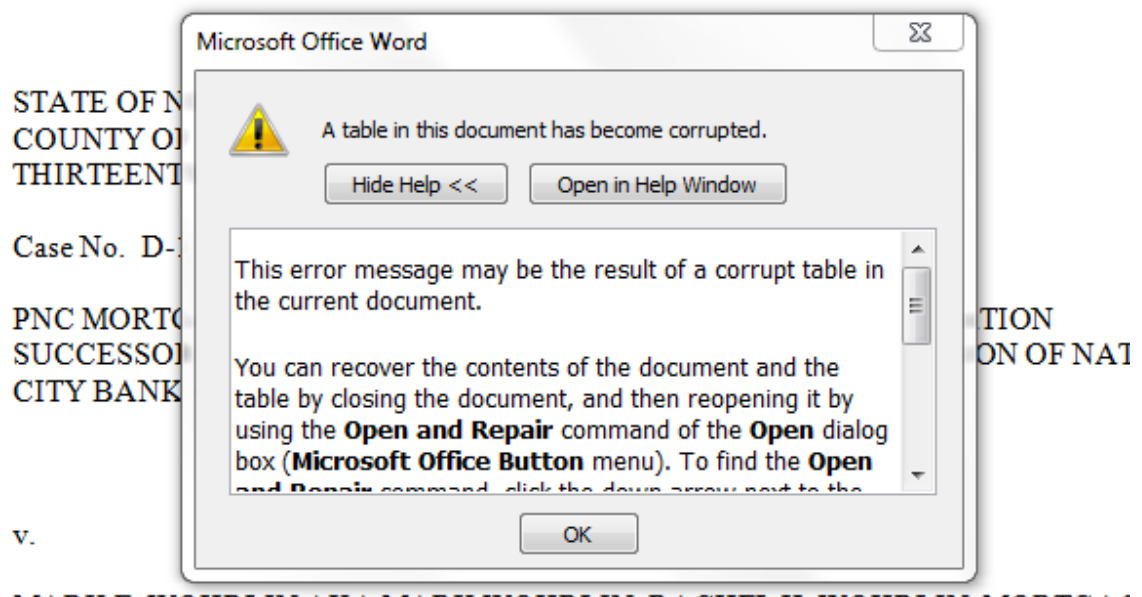
Are the document files corrupt?

The first action is to identify if the document files were successfully uploaded. This can be accomplished by opening the document files from the filing detail link. If the files cannot be opened with the original document authoring tool, then this e-filing should be canceled, and a new filing created.

Prior to uploading the documents for the new filing, confirm that the document files can be opened successfully from the source.

*Example of a PDF document that is corrupted with zero byte file:*

Example of a word document that is corrupted with an invalid table:

STATE OF N
COUNTY OI
THIRTEENT

Case No. D-

PNC MORTG   TION
SUCCESSOI   ON OF NAT
CITY BANK

v.

Microsoft Office Word ⌧

⚠ A table in this document has become corrupted.

[Hide Help <<]   [Open in Help Window]

This error message may be the result of a corrupt table in
the current document.

You can recover the contents of the document and the
table by closing the document, and then reopening it by
using the **Open and Repair** command of the **Open** dialog
box (**Microsoft Office Button** menu). To find the **Open**
and Repair command click the down arrow next to the
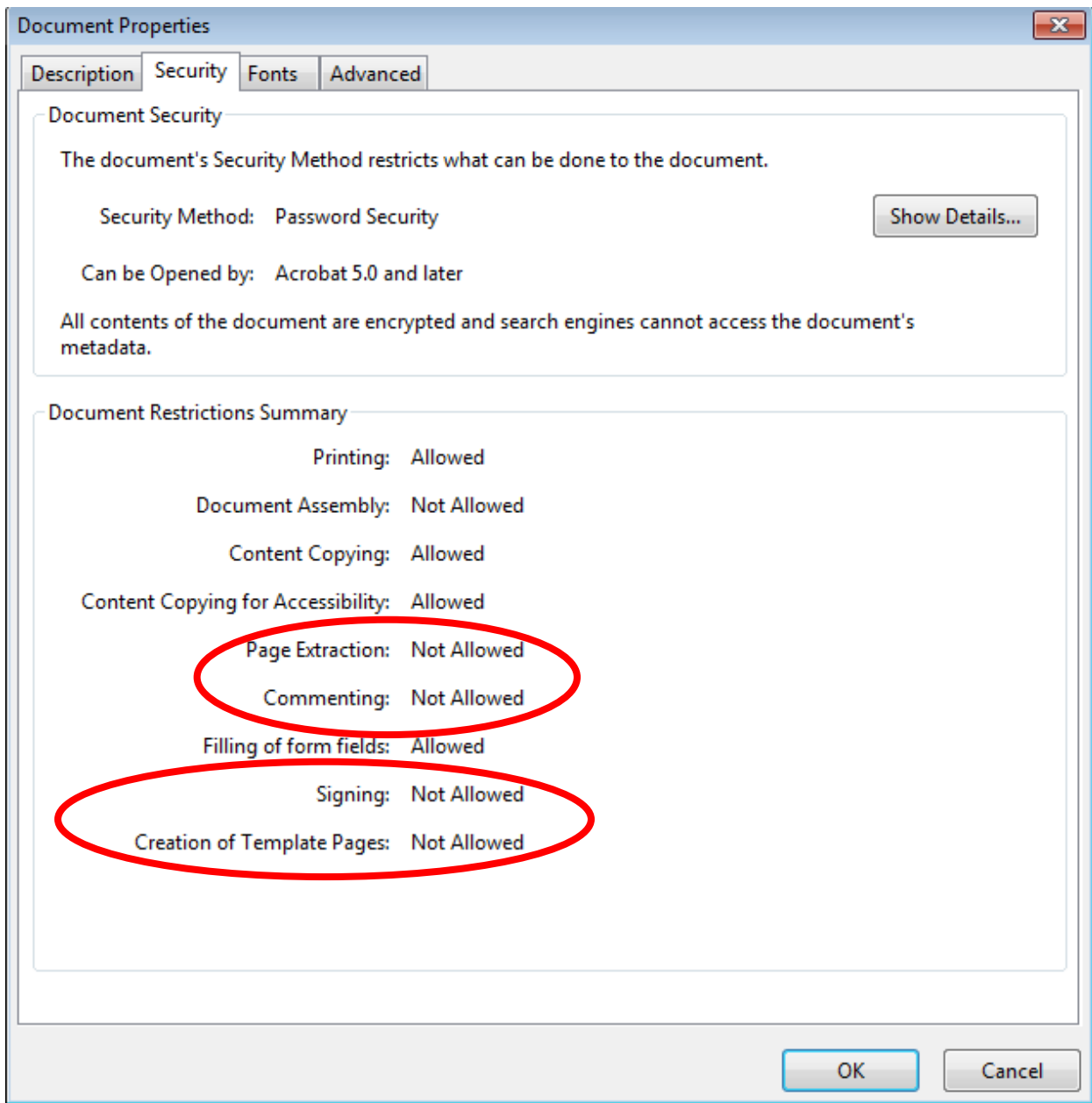
[OK]

Are the files secured?

PDF files can have a variety of security settings that can prevent a document file from being e-filed. A file with document security will have a padlock icon on the document or identified on the file name, as in the following exhibits.
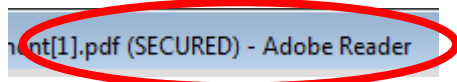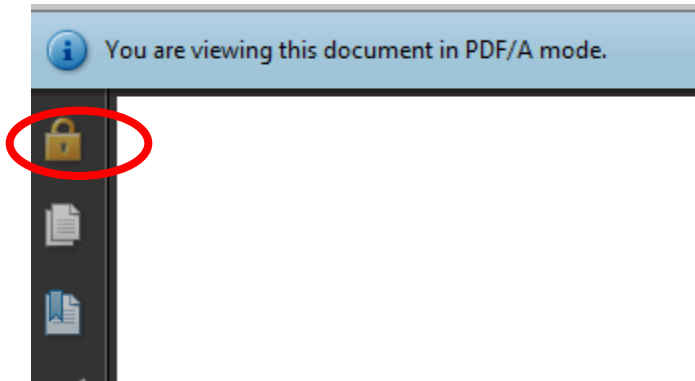
The document security can include a number of different options, all of which will prevent the document file from being processed.   The file will need to be recreated with no security options.

Document Properties

Description | **Security** | **Fonts** | **Advanced**

Document Security

The document's Security Method restricts what can be done to the document.

Security Method: Password Security   [Show Details...]

Can be Opened by: Acrobat 5.0 and later

All contents of the document are encrypted and search engines cannot access the document's metadata.

Document Restrictions Summary

Printing: Allowed

Document Assembly: Not Allowed

Content Copying: Allowed

Content Copying for Accessibility: Allowed

Page Extraction: Not Allowed

Commenting: Not Allowed

Filling of form fields: Allowed

Signing: Not Allowed

Creation of Template Pages: Not Allowed

[OK]   [Cancel]

Are the files using unsupported fonts?

A document can be created with the font resources included in the file. This is a standard with PDF/A files. Some document generating tools utilize fonts that are not supported, and result in the inability to convert the document into the standard e-filing format.

There are multiple was to evaluate the fonts that embedded in the file. PDF viewers can show the fonts utilized in the filing, or the file editors can allow you view the fonts utilized.

Font that not support include CID and JBig.

Example of a PDF viewer identifying the fonts used by a PDF file: